

A low-angle, night-time photograph of the Utah State Capitol dome. The dome is dark and illuminated from within, with a bright light at the very top. The base of the dome features a series of columns and windows, some of which are lit up. The sky is dark and cloudy.

# PTAC Annual Report

July 1, 2019 – June 30, 2020

[business.utah.gov/ptac](https://business.utah.gov/ptac)



Utah Governor's Office of  
Economic Development

PROCUREMENT TECHNICAL  
ASSISTANCE CENTER



The Procurement Technical Assistance Center (PTAC) has proudly served Utah businesses for over 30 years. As a statewide program we cover all 29 counties, and our eight offices are located to maximize access to PTAC's services. Our staff assisted more than 1,000 businesses over the past 12 months, including 613 new clients, for a total of 2,946 hours spent counseling businesses. Also in FY 2020, PTAC staff participated in or sponsored 57 events, while managing a total client base of 3,000 businesses. These metrics are the result of a strong commitment to our mission to assist businesses enter into, navigate, and succeed in the government marketplace.

Each PTAC staff member is highly professional and well-trained. Our regional managers have years of experience in federal, state, and local government contracting. We offer one-on-one coaching, monthly outreach workshops, bid proposal assistance, and many other services.

I invite you to browse through this report and celebrate with us these highlights from our past program year. More importantly, I hope this publication inspires more businesses to seek out our services — maybe even your business! Whether you're new or experienced in government contracting, we'd love to help. I've saved the best part for last: our services are provided at no cost to you!

We look forward to another year assisting Utah businesses!

A handwritten signature in black ink that reads "Chuck Spence". The signature is fluid and cursive.

Chuck Spence, Director of the Procurement Technical Assistance Center



As the Executive Director for the Governor's Office of Economic Development (GOED), I have the privilege of overseeing many programs that act in concert to strengthen and grow our state's economy. Our Procurement Technical Assistance Center (PTAC) helps Utah businesses compete in the government marketplace and obtain contracts. The team counsels clients one-on-one in everything related to government contracting, from initial registrations to post-award compliance. This annual report details the many successes they've achieved.

PTAC plays a key role in GOED: when Utah businesses win contracts, our state wins too. Jobs are created and retained, tax revenues increase, and the economy grows. PTAC's impact on the state economy is significant. I'm pleased to report that this past year, with PTAC's assistance, Utah businesses collectively won over \$700 million in prime federal contracts and over \$500 million in subcontracting opportunities. Despite the challenges of COVID-19, Utah businesses are finding success in government contracting.

If your business is interested in government contracting, I urge you to contact our PTAC office. They will take great care of you.

A handwritten signature in black ink that reads "Q. Val Hale". The signature is fluid and cursive.

Q. Val Hale, Executive Director of the Governor's Office of Economic Development

## MISSION

The Procurement Technical Assistance Center helps businesses successfully compete in the government marketplace by providing knowledgeable and outstanding customer service.

## SERVICES

The Procurement Technical Assistance Center provides the following services, and many more!

- Individual counseling
- Workshops and conferences
- Registration assistance
  - Data Universal Numbering System (DUNS) number
  - System for Award Management (SAM)
  - General Services Administration (GSA)
  - Utah Public Procurement Place (U3P)
- Bid proposal assistance
- Networking facilitation
- Training and education
- Bid match: a proprietary, automated bid-finding service tailored to your company's profile
- Marketing strategy development
- Provide specifications, commercial standards, and procurement histories
- Capabilities Statement development assistance



**Chuck Spence**  
**MPA, ACAS**

---

Director

Chuck Spence is the director of the statewide PTAC program. Prior to his appointment in 2016, he served for 11 years as PTAC Deputy Director, and was the Association of Procurement Technical Assistance Centers (APTAC) President from 2015–2016.

---

801-538-8665  
cspence@utah.gov

Governor's Office of Economic Development  
60 East South Temple, Suite 300, Salt Lake City, Utah 84111

---



**Joshua Wiggins, MA**

---

Program Support Specialist

Joshua Wiggins works closely with Chuck in organizing and administering the program. He has a master's degree in history and years of customer service experience.

---

801-538-8775  
jcwiggins@utah.gov

Governor's Office of Economic Development  
60 East South Temple, Suite 300, Salt Lake City, Utah 84111

---



**Mark Alexander**

---

Regional Manager for Box Elder, Cache, and Rich Counties

Mark Alexander is both a PTAC regional manager and Director of the Bridgerland Entrepreneurship Center. He has started and operated six businesses, has served as vice president for two manufacturing companies, and has years of experience consulting in business growth and efficiency.

---

435-750-3261  
malexander@btech.edu

Bridgerland Technical College  
1410 North 1000 West, Room 1900, Logan, Utah 84321

---



**Mary Ann Flinders**

---

Regional Manager for Davis, Morgan, and Weber Counties

Mary Ann Flinders has a vast amount of experience in Air Force contracting having worked as a Contract Specialist, Contracting Officer, and Small Business Specialist. She has also worked in economic development programs for the state of Utah and for L-3 Communications in program management and business development positions. Mary also has DAIWA Level III Contracting certification.

---

801-593-2242  
mflinders@utah.gov

450 South Simmons Way, Suite 209, Kaysville, Utah 84037

---

---

Regional Manager for Metro Salt Lake, Summit, and Tooele Counties

---



**Paula Kramer**

Paula Kramer has a background in government contracting as a former Contracting Officer and as a Program Manager for the Department of Defense (DOD). She is a graduate of the U.S. Army Logistics Management College in cooperation with the NCMA. While working for the DOD, Paula received the highest professional certification of Level III from the Department of Army and the U.S. Army Acquisition Corp.

---

801-538-8756  
pkramer@utah.gov

Governor's Office of Economic Development  
60 East South Temple, Suite 300, Salt Lake City, UT 84111

---

Regional Manager for South Salt Lake County

---



**Alex Quayson-Sackey**

Alex Quayson-Sackey spent nearly seven years in government contract management in the private sector, and spent the last 10 years at PTAC assisting businesses with government contracting strategies and how they can bid on contracts successfully. He has a degree in economics from Brigham Young University

---

801-957-5357  
aquayson@utah.gov

Salt Lake Community College  
Miller Campus  
9750 South 300 West, Sandy, Utah 84070

---

Regional Manager for Juab, Utah, and Wasatch Counties

---



**Thomas Gerke, JD, PMP,  
CP.APMP, CPHIMS**

Thomas Gerke has worked on several high tech programs in both the public and private sectors. He has provided acquisition and life cycle management expertise for a variety of large and complex projects.

---

801-863-8713  
tgerke@utah.gov

Utah Valley University  
Business Resource Center  
815 West 1250 South, Suite 210, Orem, Utah 84058

---



**J.E. "Jack" Schons**

Regional Manager for Carbon, Daggett, Duchesne, Emery, Grand, San Juan, and Uintah Counties

---

Jack Schons has spent the past 30+ years working in sales, operation, and general management for a diverse group of businesses with revenues ranging from \$5 million to \$100 million. Before his employment at PTAC, Jack owned a distribution company supplying a wide range of industrial goods to U.S. government prime contractors as well as U.S. military installations.

---

435-613-5198  
jschons@utah.gov

Reeves Building  
451 East 400 North, Suite 164, Price, Utah 84501

---



**Joni Anderson,  
MBA, CPP**

Regional Manager for Beaver, Iron, and Garfield Counties

---

Joni Anderson divides her time between her positions as the Assistant Director of the Southern Utah University Small Business Development Center (SBDC) and a PTAC regional manager. Joni has been with the SUU SBDC and PTAC since 1997. She received a B.S. in Business Administration from Southern Utah University (1998), and an M.B.A. from Southern Utah University (2006).

---

435-586-8883  
andersonjoni@suu.edu

Southern Utah University  
Business Resource Center  
510 West 800 South, Cedar City, Utah 84720

---



**Cam Findlay, MBA**

Regional Manager for Kane, Millard, Piute, Sanpete, Sevier, Washington, and Wayne Counties

---

Over the last 14 years, Cam Findlay has helped clients succeed through the PTAC organization. He is certified for the U.S. Army Corps of Engineers in construction quality management and is a Certified Veteran Assistance Counselor.

---

435-652-7754  
findlay@utah.gov

Dixie State Business Resource Center  
Atwood Innovation Plaza, 435 South 600 East, St. George, Utah 84770

---



## STRATEGIC PLAN

Expand PTAC services to rural Utah communities.

- Petitioned and received additional funding from the Defense Logistics Agency.
- Hired a full-time PTAC Regional Manager to cover seven counties, including the Uintah Basin and the four eastern counties of Utah.
- Increased goals for counseling, new clients, and events were met by the new Regional Manager for the businesses in rural Utah.

## INITIATIVES

PTAC received major support from several congressional districts. In November 2019, Rep. Rob Bishop gave opening remarks at the National PTAC Training Conference's reception. Both Rep. Bishop and Rep. McAdams supported the PTAC program in the National Defense Authorization Act signed by Congress in February 2020.

To bring increased expertise and federal procurement knowledge to the PTAC program, two regional managers were hired with decades of experience in government contracting. These individuals had former careers in the federal sector, as well as experience working for defense contractors in the private sector.

## HIGHLIGHTS

PTAC's Annual Symposium was a big success! In October 2019, over 300 attendees joined the symposium which included opening remarks by Lt. Governor Spencer Cox, and a presentation from featured speaker Joshua Frank, a nationally recognized authority on government sales and business acceleration. The symposium also included four break out sessions, and a panel discussion featuring four successful government contractors who shared lessons learned in federal procurement.

PTAC also sponsored a Southern Utah Vendor Fair in St. George in January 2020. This open house saw over 60 attendees meet with over 10 federal, state and local exhibitors throughout the day.







The Defense Logistics Agency measures PTAC performance with three metrics: the number of new clients, counseling hours, and events.



Our clients are in good hands.

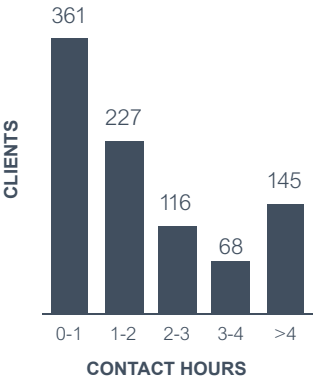


Our staff have over 184 cumulative years of government contracting experience.



For every hour of preparation time, regional managers spent three hours counseling with clients.

Number of Contact Hours per Client



Although most clients only need a few hours of counseling per year, PTAC takes the time to help coach each client.

PTAC increased its focus on rural Utah businesses:



With PTAC assistance, rural Utah businesses were awarded



Utah PTAC clients were awarded

**\$711M**

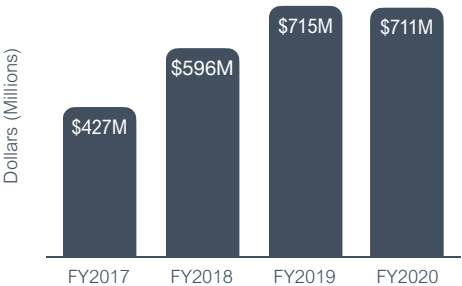
in prime federal contracts

and

**\$562M**

in subcontracts

### Prime Federal Awards



PTAC saw an increase in the amount of prime federal awards by 66% compared to three years ago.

The PTAC program has a high Return on Investment.



**\$1**

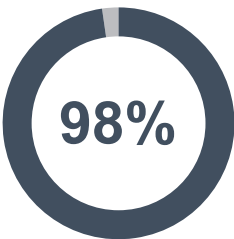
tax dollar allocated to the program



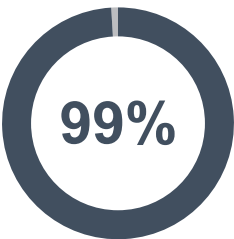
**\$1,160**

in government contracts to the State

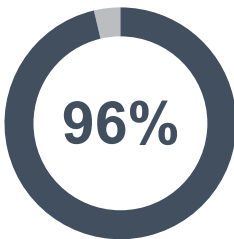
Although PTAC helps any size business get into government contracting, we spent most of our time this past year helping small businesses.



of new clients were small businesses



of contact hours were with small businesses



of prime federal awards were to small businesses

Watanabe Enterprise, LLC

Dollar Value of Award: \$31,750.87

Watanabe Enterprises, LLC is a minority-owned, Service-Disabled Veteran-Owned Small Business (SDVOSB) with the mission of maintaining veteran cemeteries around the United States through the Department of Veterans Affairs (VA). They have achieved excellence in the degree of maintenance they offer at what they consider to be sacred grounds — the final resting place of men and women who have served this nation.

In the past year, Watanabe Enterprises has proactively engaged with PTAC, which has supported them in government contracting for over four years. James Watanabe, the vice president of the company, attributes their ability to do government work to the support and confidence they have received from PTAC. They receive assistance through frequent strategic counseling and consistent expansion of their opportunities pipeline. Their PTAC Regional Manager, Alex Quayson-Sackey, regularly monitors the company's bid match profile and adjusts the search parameters to filter through bid opportunities.

This process has been effective in identifying key VA projects. Alex also counseled the company on how to leverage their SDVOSB status to receive several sole-source awards. Through this assistance, Watanabe Enterprises secured a sole-source contract through the VA office in Honolulu, Hawaii.

“The ability to be working on the creation of a Medal of Honor Memorial Wall installation for the National Memorial Cemetery of the Pacific... is especially [meaningful],” said Watanabe. “The cemetery resides in and serves a community that we have lived in and care a great deal for.”

Watanabe Enterprises is most appreciative of the relationship they have with PTAC, which ensures their continued success in government contracting.



# Busk Incorporated

Dollar Value of Award: \$2,500,000

When the city of Fountain Green needed a new public safety building, Busk Incorporated secured the design-build contract for the project. In an effort to find the best possible subcontractors, they reached out to PTAC for help understanding the process of listing the opportunity on the state of Utah's procurement website, and advertising to reputable subcontractors. The St. George PTAC office has been assisting the company in the government contracting arena for many years through its bid-match service, training workshops, SAM.gov assistance, and various other services related to building their business through government contracting.

Cam Findlay, the PTAC Regional Manager, connected the company with a contact in the state purchasing department. Dan Busk of Busk Incorporated and Findlay worked through the process together and, through the city of Fountain Green, listed the opportunity on the state's Utah Public Procurement Place (U3P) website. Findlay then helped Busk effectively market the opportunity to the subcontracting community.

Through these efforts, the company assembled their team of subcontractors. After submitting a comprehensive and competitive proposal, Busk Incorporated was awarded the \$2.5 million contract.





## Honeystone Concrete Services LLC

Dollar Value of Award: \$11,350

Although big-dollar contracts usually steal the spotlight, sometimes smaller awards can make all the difference to a company. When Honeystone Concrete Services LLC faced decreasing revenues, Kesa Vakapuna reached out to Mary Ann Flinders, her PTAC Regional Manager, to learn how to win government contracts. Flinders counseled Vakapuna on how to bid on opportunities. PTAC's bid-match service allowed the company to explore the government marketplace more efficiently. As the company had little experience in government contracting, Flinders suggested that they begin by focusing on state and local opportunities. She assisted Vakapuna with registering on the Utah Public Procurement Place (U3P), the state of Utah's procurement website. Vakapuna found a solicitation for work in Mountain Green to chip and haul woody material and, using what PTAC had taught her, she submitted a bid.

The strategy of starting simple paid off: the state of Utah awarded Honeystone Concrete Services the company's first government contract. Vakapuna credits their success to the assistance PTAC provided.

"I'm truly grateful for all the help you've provided," she said. "I couldn't have done this without your constant help."









Utah Governor's Office *of*  
Economic Development

PROCUREMENT TECHNICAL  
ASSISTANCE CENTER

Interested in becoming a client?

Visit: [business.utah.gov/ptac](https://business.utah.gov/ptac)

Call: 801-538-8775

Email: [ptac@utah.gov](mailto:ptac@utah.gov)